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CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)	Docket No. 01-172 (2162)
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Owner(s): Srinivasan, et al.

Serial No.	Filing Date	Patent No.	Issue Date
09/804,728	3/13/01	UNASSIGNED	UNASSIGNED

**METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION**

I hereby certify that the following documents:

- 1 Response to Notice of Incomplete Reply & copy of filing of 9/17/01
- 1 Change of Attorney's Address
- 1 Notice of Incomplete Reply (Nonprovisional)
- 1 Declaration and Power of Attorney for Patent Application
- 1 ACKNOWLEDGEMENT POSTCARD

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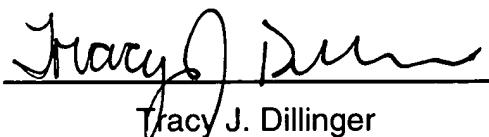
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are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:

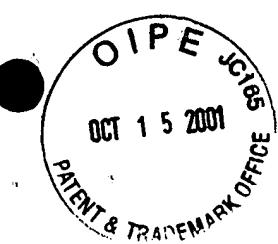
Assistant Commissioner for Patents, Washington, D.C. 20231-0001  
ATTN: Box MISSING PARTS

**EXPRESS MAIL LABEL NO.: EL857782315US**

Dated: October 15, 2001

  
Tracy J. Dillinger

EL857782315US)



#6  
01/23/02

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: )  
Srinivasan, et al. )  
Serial No.: 09/804,728 )  
Filed: 03/13/01 )  
Our Ref: 01-172 )

METHOD AND APPARATUS FOR  
INTERNET CUSTOMER RETENTION

October 15, 2001

Commissioner of Patents and Trademarks  
Washington DC 20231

Sir/Madam:

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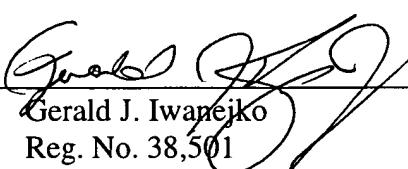
**RESPONSE TO NOTICE OF INCOMPLETE REPLY**

In response to the Notice of Incomplete Reply mailed on August 22, 2001 in the above-referenced patent application, applicant hereby encloses a filing mailed on September 17, 2001 that includes a copy of the signed Declaration and Power of Attorney. This filing was made prior to forwarding to this office of the Notice of Incomplete Reply, which was originally sent to Applicants' prior representative in this matter.

The deadline for response to the Notice of Missing Parts was due on July 14, 2001. Applicant hereby petitions for a three month extension to respond thereto. The Commissioner is authorized to charge Deposit Account No. 03-2026 for the fee associated with this request. Also enclosed is a Change of Attorney's Address.

Respectfully submitted,  
Srinivasan, et al.

By:

  
Gerald J. Iwaneiko  
Reg. No. 38,501  
COHEN & GRIGSBY, P.C.  
Eleven Stanwix Street, 15<sup>th</sup> Floor  
Pittsburgh, PA 15222  
(412) 297-4900



The dating stamp of the Patent Office on this card will be taken as an indication that the accompanying paper was filed.

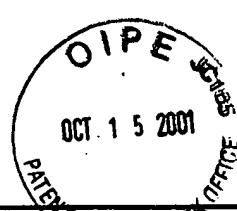
Ser. No. 09/804,728  
 Paper Mailed 9/17/2001  
 Atty's File No. 01-172

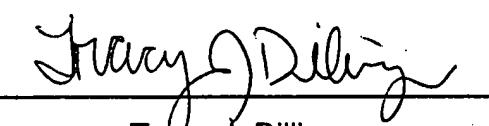
*S. Chopra*

1 - Transmittal  
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<small><input type="checkbox"/> WAIVER OF SIGNATURE (Domestic Only): Additional merchandise insurance is void if no waiver of signature is requested. I wish delivery to be made without obtaining signature of addressee or addressee's agent (if delivery employee judges that article can be left in secure location) and I authorize that delivery employee's signature constitutes valid proof of delivery.</small>				
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CERTIFICATE OF MAILING BY "EXPRESS MAIL" (37 CFR 1.10)		Docket No. 01-172	
Applicant(s): Srinivasan, et al.			
Serial No. 09/804,728	Filing Date 3/13/2001	Patent No. UNASSIGNED	Issue Date UNASSIGNED
<b>METHOD AND APPARATUS FOR INTERNET CUSTOMER RETENTION</b>			
<p>I hereby certify that the following documents:</p> <ul style="list-style-type: none"><li>1 Transmittal)</li><li>1 SIGNED Declaration and Power of Attorney</li><li>1 ACKNOWLEDGEMENT POSTCARD</li></ul> <p>are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 in an envelope addressed to:</p> <p>Assistant Commissioner for Patents, Washington, D.C. 20231-0001 ATTN: BOX MISSING PARTS</p> <p>EXPRESS MAIL LABEL NO.: <u>EL916596713US</u></p> <p>Dated: September 17, 2001</p> <p> Tracy J. Dillinger</p> <p>EL916596713US</p>			

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

OCT 15 2001  
PATENT & TRADEMARK OFFICE  
U.S. DEPARTMENT OF COMMERCE  
Washington, D.C. 20231

In re application of: SRINIVASAN, ET AL. )  
Serial No.: 09/804,728 ) METHOD AND APPARATUS FOR  
Filed: March 13, 2001 ) INTERNET CUSTOMER RETENTION  
Docket No.: 01-172 )

Assistant Commissioner for Patents  
Washington, D.C. 20231

**TRANSMITTAL**

In reviewing our file, we note that we found the original signed Declaration and Power of Attorney. We believed this document was submitted on July 13, 2001, however, because it was discovered in our file, we are forwarding same to the United States Patent Office.

Applicant believes no fees are associated with this filing, however, the Commissioner is hereby authorized to charge Deposit Account No. 03-2026 for any fee deficiency associated with this request.

Respectfully submitted,

SRINIVASAN, et al.

By

Gerald J. Iwanejko, Jr.  
Customer No. 30058

Date: September 17, 2001

Attorney for Applicants

NOV 08 2001

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UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS  
UNITED STATES PATENT AND TRADEMARK OFFICE  
WASHINGTON, D.C. 20231  
www.uspto.gov

APPLICATION NUMBER	FILING/RECEIPT DATE	FIRST NAMED APPLICANT	ATTORNEY DOCKET NUMBER
09/804,728	03/13/2001	Kannan Srinivasan	01-172

009629  
MORGAN, LEWIS & BOCKIUS  
1800 M STREET NW  
WASHINGTON, DC 20036-5869

CONFIRMATION NO. 2029  
FORMALITIES LETTER



\*OC000000006458725\*

Date Mailed: 08/22/2001

**NOTICE OF INCOMPLETE REPLY (NONPROVISIONAL)*****Filing Date Granted***

The U.S. Patent and Trademark Office has received your reply on 07/13/2001 to the Notice to File Missing Parts (Notice) mailed 05/14/2001 and it has been entered into the nonprovisional application. The reply, however, does not include the following items required in the Notice.

The period of reply remains as set forth in the Notice. You may, however, obtain EXTENSIONS OF TIME under the provisions of 37 CFR 1.136 (a) accompanied by the appropriate fee (37 CFR 1.17(a)).

A complete reply must be timely filed to prevent ABANDONMENT of the above-identified application.

- The oath or declaration is unsigned.

*A copy of this notice MUST be returned with the reply.*

*1 form and 2 responses*  
Customer Service Center

Initial Patent Examination Division (703) 308-1202

PART 2 - COPY TO BE RETURNED WITH RESPONSE

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